

# JAY R. FRISCHKORN

Learning & Development Consultant | Instructional Designer | Corporate Trainer

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**Translating business goals into scalable learning solutions that drive engagement, performance, and compliance.**

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## Summary

Freelance Learning & Development Consultant with 20+ years of experience delivering strategic training, instructional design, and corporate facilitation for Fortune 500 and mid-size organizations. Expertise in **needs analysis, eLearning development, compliance, leadership training, and process improvement consulting**. Proven record aligning learning with business objectives, accelerating onboarding, improving workforce performance, upskilling and driving operational efficiency across healthcare, finance, manufacturing, and technology sectors.

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## Core Competencies and Skills

**Consulting & Freelance:** User Experience, Project Management, Process Improvement, Change Management, Needs Analysis, Business Transformation, Leadership Development, Compliance Training, Sales Enablement, Onboarding, Training Effectiveness Metrics

**Instructional Design & Delivery:** eLearning, Blended Learning, Instructor-led Training, Webinars, Simulations, Gamification, Branching Scenarios and microlearning.

**Tools & Technology:** Articulate Storyline, Adobe Captivate, Camtasia, Audiate, MS Office, JavaScript, SMML, ChatGPT, Learning Management Systems (LMS).

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## Representative Consulting Projects

**United Airlines:** Designed and developed operations and compliance training including system simulations for new technology rollouts, enabling faster adoption and operational efficiency.

**Zebra Technologies:** Developed global sales enablement programs reaching 2,000+ learners, improving knowledge retention and sales performance.

**Abbott:** Delivered business acumen training and one-on-one coaching for high-potential product development Directors and VPs, enhancing leadership effectiveness.

**Johnson Controls:** Built blended learning programs and simulations for fire suppression system installers, increasing skills proficiency and reducing errors.

**Charter Manufacturing:** Designed gamified communication, compliance and safety training, increasing learner engagement and completion rates.

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## Professional Experience and Consulting Partners

### Turn-Key Learning and Development Ltd – President / Founder | 1992–Present

- Designed upskill and reskilling for corporate clients across multiple industries.
- Delivered mission-driven instructional design, corporate training, needs/outcome analysis and applied AI workflows.
- Developed system and “day in the life” simulations, eLearning, and scalable learning resources.
- Implemented process improvement, strategic planning, organizational design, and project management.

### Lake Forest Graduate School of Management – Adjunct Professor | 2012–2023

- Professor of Business Analytics, Data Analysis, Managerial Finance, Accounting, and Operations Management.
- Delivered leadership and technical training for corporate clients.
- Received Faculty Engagement Award for innovative learning practices.

### American Management Association (AMA) – Faculty | 2010 - 2024

- Facilitated finance, business analytics, and financial modeling courses for open enrollment and corporate clients.
- Developed leadership programs incorporating AI and data-driven management practices.
- Customized data analysis seminars for clients including University of Pittsburgh and NASA.

### Consulting Partners 2010 – Present

- **Training Pros – Sr. Consultant:** Designed, developed, and facilitated corporate learning programs for Zebra, Johnson Controls, InterSystems, Badger, Kemper, and Charter Manufacturing.
- **Total Training Solutions – Sr. Consultant:** Developed eLearning and instructor-led training for United Airlines, including detailed software simulations for operational personnel.
- **CARA Corporation – Consultant:** Designed and delivered training for enterprise clients including U.S. Cellular®, Allstate, UNIVAR, Baxter, Roundy’s, Zebra, and ComEd. **PURE Award for Service Excellence.**

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## Education & Certifications

- **MBA**, Lake Forest Graduate School of Management – *High Honors*
- **Bachelor of Science**, University of California, Berkeley – *Honors*
- **Certificate**, Virtual Training & Engagement – Lake Forest Graduate School of Management